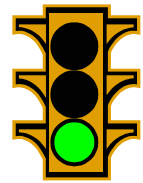


EMPLOYER CUSTOMER INQUIRY DASHBOARD #1

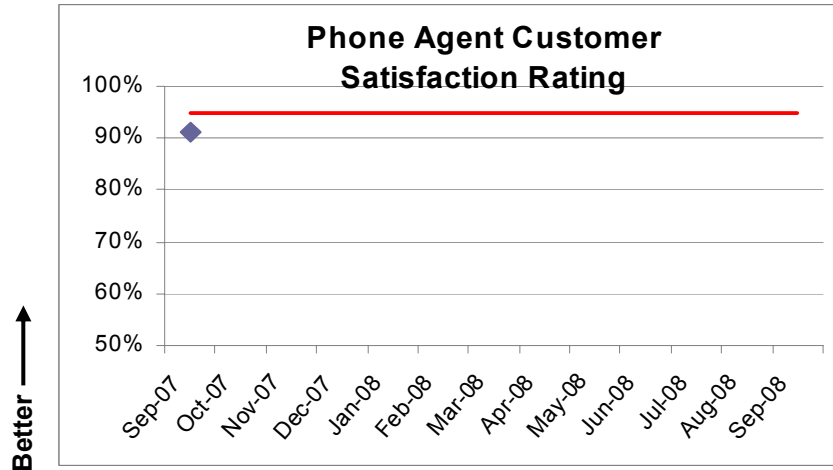


STRATEGIC GOALS

V. Provide sustainable pension benefit products and services responsive to and valued by members, employers and stakeholders.

MEASURE:

% respondents satisfied with phone agent service.



Phone Agent Customer Satisfaction Rating Target: 95 %

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	N/A	N/A	91%									

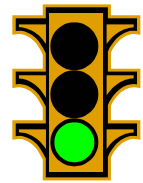
INITIATIVES: Improve Customer Satisfaction

COMMENTS:

Initiatives	Milestones
1. Conduct telephone/web survey	<ul style="list-style-type: none"> By 9/01/07 implement telephone and web satisfaction survey – (Completed)

- Telephone/Web survey implemented 09/03/07. Four weeks of data indicate that 91% of respondents are satisfied with the services they received when contacting the ERCC.
- 27% of the 113 who commented were dissatisfied with length of time to receive call back.

EMPLOYER CUSTOMER INQUIRY DASHBOARD #2

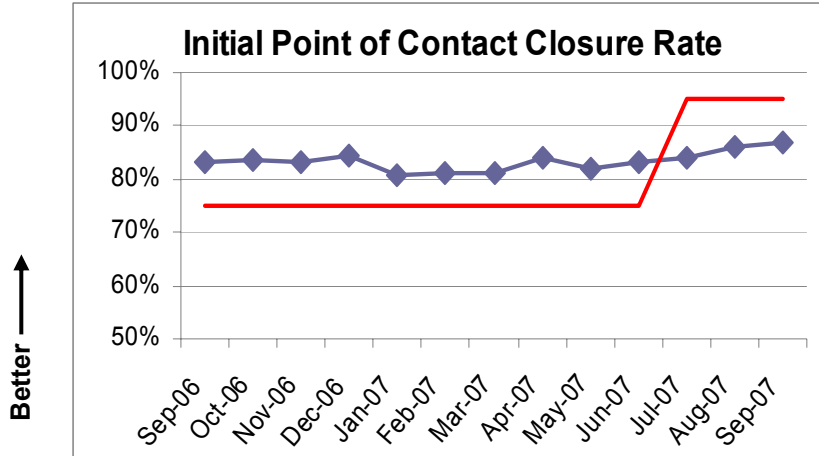


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls closed at initial point of contact



Initial Contact Closure Rate

Target: 75 % pre 7/1/07; 95% 7/1/07 and later

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	84%	86%	87%									
2006-07	81%	82%	83%	84%	83%	84%	81%	81%	81%	84%	82%	83%
2005-06	80%	81%	82%	84%	83%	83%	83%	81%	80%	80%	79%	81%

INITIATIVES: Provide timely end-to-end responses to inquiries.

Initiatives	Milestones
<ol style="list-style-type: none"> Increase call closure rate Get agreement on organization definitions of: (1) calls closed at initial point of contact; and (2) closure of escalated items. Enhance escalation and training programs. 	<ul style="list-style-type: none"> By 7/1/08 increase call closure rate to 90% By 09/30/07 determination made on organizational definitions- (Completed) As of 7/1/07, implemented a dedicated training program. As of 9/1/07, deployed enhanced internal escalation processes, (rover, senior agent assistance, and dedicated program resources.

EMPLOYER CUSTOMER INQUIRY DASHBOARD #3

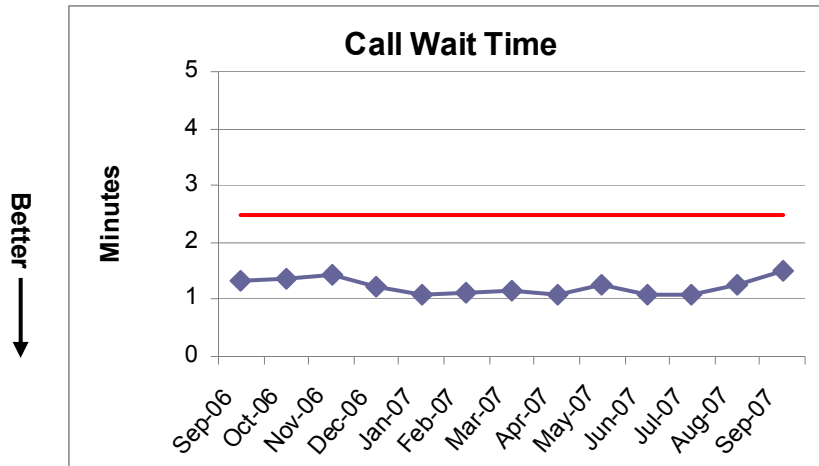


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

The length of time the customer waits for an agent after leaving the IVR and entering the queue.



Average Wait Time

Target: Monthly Average of <2.5 minutes

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	1:09	1:25	1:52									
2006-07	1:15	1:26	1:34	1:36	1:43	1:23	1:08	1:13	1:15	1:07	1:26	1:1
2005-06	1:14	1:18	1:20	1:49	2:10	1:54	3:05	3:02	2:12	2:00	1:59	1:33

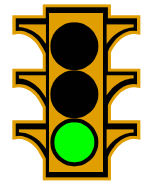
INITIATIVES:

Initiatives	Milestones
1. Determine if measure and target should be changed.	<ul style="list-style-type: none"> By 12/1/07, reevaluate measure and target.

COMMENTS:

Currently exceeding target level.

EMPLOYER CUSTOMER INQUIRY DASHBOARD #4

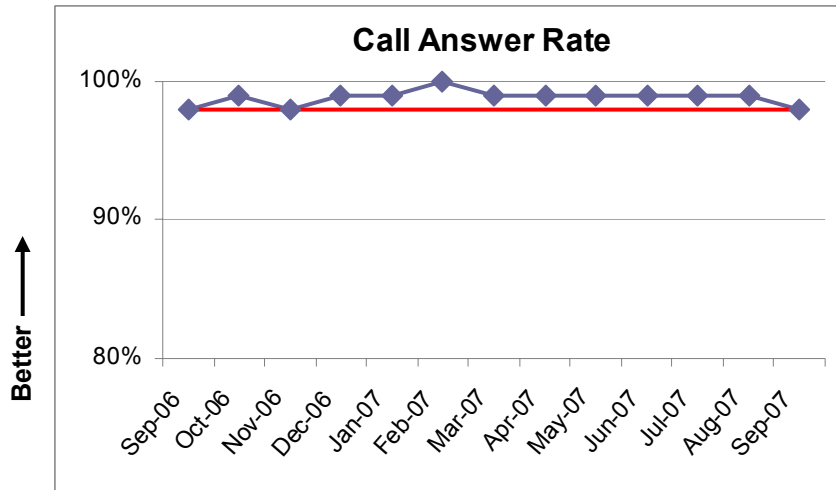


STRATEGIC GOALS

VI. Administer pension benefit services in a customer oriented and cost-effective manner.

MEASURE:

% of telephone calls offered that are answered.



Call Answer Rate

Target: Answer 98% of calls offered

Year	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2007-08	99%	99%	98%									
2006-07	99%	99%	98%	99%	98%	99%	99%	100%	99%	99%	99%	99%
2005-06	99%	99%	99%	98%	97%	98%	94%	94%	98%	97%	98%	99%

COMMENTS:

Currently exceeding target level.